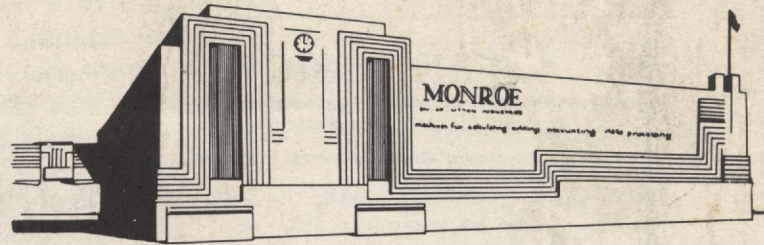


3-157
Mr. J. W. Augmus
Toledo, Ohio

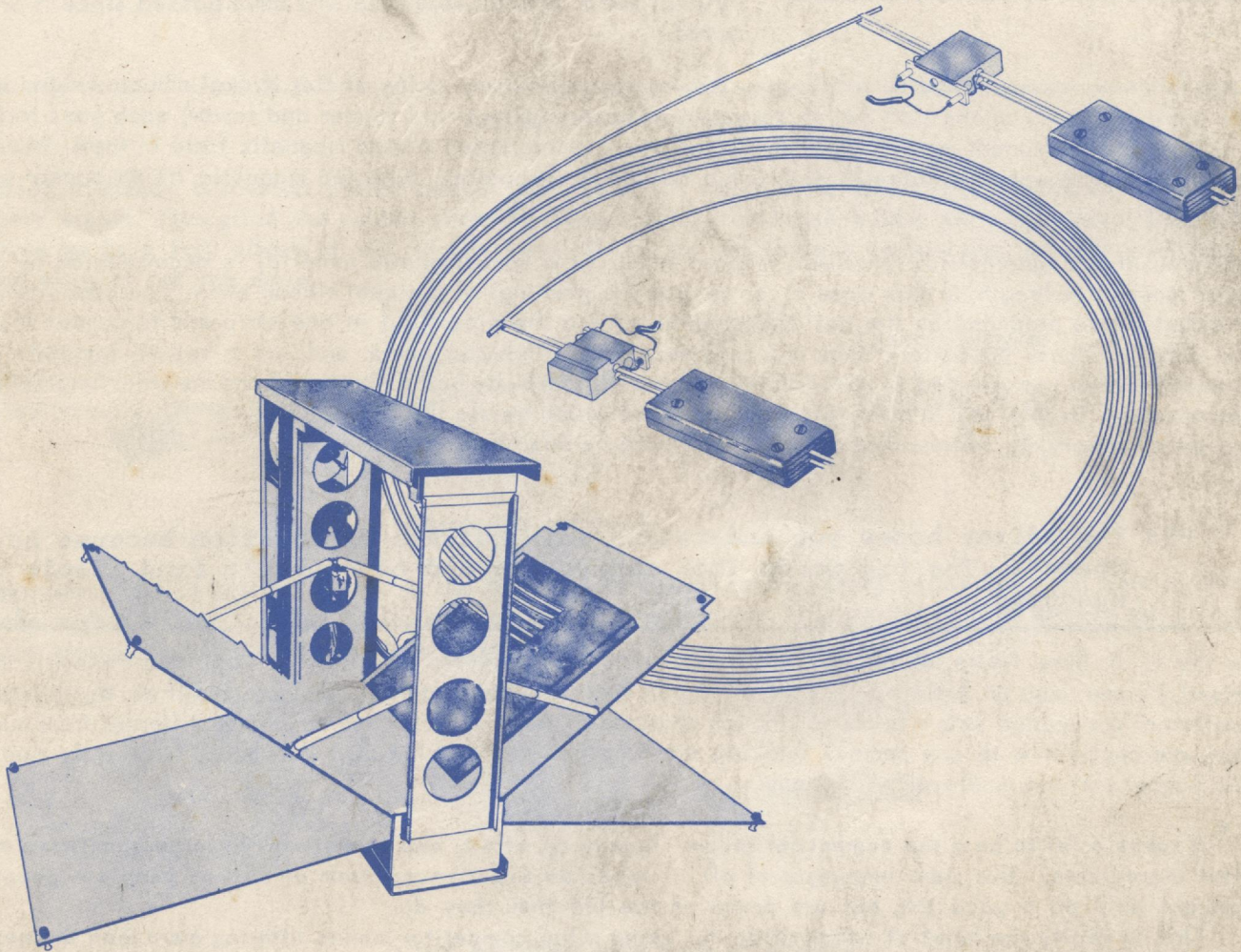
Orangeaid

The Serviceman's Newsletter 1965
Monroe International, Inc.



A DIVISION OF LITTON INDUSTRIES

SECOND EDITION



AN ILLUSTRATOR CAN EMPLOY A FEW STRAIGHT LINES AND ARCS AND ACHIEVE A CONVERSATION PIECE COVER OF MODERN ART. THE ITEMS DRAWN ABOVE ARE INDEED MODERN, TRULY A DESIGNER'S WORK OF ART, AND A CENTER OF CONVERSATION. SHOWN IS AN INTERESTING AREA OF THE EPIC-2000 SEEN ONLY BY SERVICE TECHNICIANS WHO WILL SOON BE STUDYING ITS WORKINGS AT ORANGE TRAINING SEMINARS. THE CIRCULAR MEMBER IS A "MAGNETOSTRICTIVE DELAY LINE" OR SONIC MECHANICAL TWIST COIL NOT UNLIKE THE TORSION BARS IN AUTOMOBILES. THE UPRIGHT MEMBER WITH THE APPEARANCE OF A DRAWBRIDGE, IS THE FRAME OF THE ELECTRONIC UNIT OF THE EPIC CALCULATOR WHICH HOUSES THE DELAY LINE COILS.

Orangeaid

A publication of and for the
Business Equipment Group of Litton Industries

Copyright © 1965 by
Monroe International, Inc.
Orange, New Jersey

George H. Fryer, Editor

Published since 1950 by and for
Monroe Servicemen, the Customer's 'FRIENDS'
the Salesman's 'PARTNERS'

Unlike some electronic computing devices that employ a 'memory' device in the form of a disc or drum; the EPIC 2000 uses two coils of wire referred to as 'magnetostrictive delay lines', one of which is shown on the cover of this issue.

Carefully controlled electrical inputs converted into mechanical action cause a twisting of the wire coils such as in a torsion bar. These twists transmit themselves along the wire of the coils at the speed of sound, however, this relative slowness of mechanical twist speed allows an appreciable delay before the mechanical twist impulse reaches the opposite end of the wire coil. Sensing devices located at the opposite end of the wire will pick up the presence of the twist by circuitry but some determinable time will have passed since it originated.

This twist is accomplished by employing very narrow, and thin, strips of flat Nickel ribbon welded to the opposite sides of the coil (wire) diameter. These ribbon strips (upper and lower) each pass thru a coil, and a permanent magnet adjacent to the strips establishes a bias magnetic field in them. When current flows in opposite directions thru the two coils, oppositely directed magnetic fields appear in each.

Because of a magnetostrictive effect, magnetization of a ferromagnetic material is accompanied by a small change in length, in this case a contraction (shortening) of a nickel ribbon strip. The oppositely directed fields produced by the coils tend to re-inforce the bias field in one strip and to cancel it in the other. Thus, oppositely directed magnetostrictive lengths occur and, as a result, oppositely directed forces are exerted by the welded ribbon strips, by one being shortened and the other lengthened electrically. In this way, a brief torque is produced which twists the delay coil wire. This twist, serving as a memory, is transmitted down the coil wire as described above.

PS: The editor hopes you understand this quickie explanation because he doesn't. The big words look impressive and he couldn't find simple synonyms.

In the U. S. Steel News, edited by Arthur Beiler my very talented McCandless Township Pennsylvania friend, I came upon an Article by L.B. Worthington that was most interesting. Excerpts of Mr. Worthington's statement are quoted below because, though directed to persons of an industry quite different from ours, they are applicable to any serious thinking man who realizes that his own well-being is directly tied to the success of his employer's Company.

"It takes a lot to be a top competitor today. Ingenuity, effort, and investment in large quantities are vital ingredients. But most important of all, it takes an experienced team of skilled people -- people who not only do a good job, but are proud of the job that they do.

This is really the heart of competition, for being a top competitor means offering more than the next fellow and doing a better job of producing better products. Take quality as an example. Customers no longer ask for quality, they expect quality. And they don't just ask for on-time delivery -- they expect their orders to be shipped at the right time, in the right quantity, and with no mistakes made.

To be a top competitor, we must offer more in the way of quality and service and do a better job of producing better products. And we can't stop with what we have today, or even with what we hope to have tomorrow. We must constantly improve our quality, our products, our workmanship, our facilities, our research, our services of all kinds.

Staying on top of all this competition isn't easy. But it isn't impossible, either, if everybody pulls together to keep our costs at a minimum and to help our company as a whole do a better job for every customer.

For this is what the customer really wants: the best products that offer him the most for his money, the best services with the most aid and advice -- all supplied by the best team of experienced people who, daily, do a good job and are proud of the job that they do. "

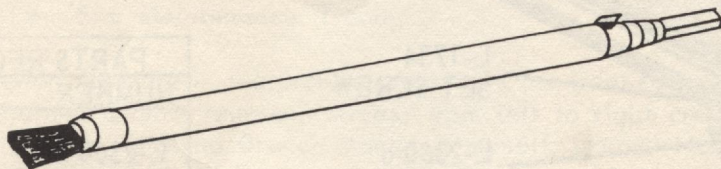
One can recognize the wisdom in Mr. Worthington's statement reminding the reader that the CUSTOMER'S wishes are most important. The CUSTOMER must be satisfied, his wants and expectations must be met. If we fail to meet his needs we, in effect, unknowingly extend an invitation to competitors to move in and try their hand at satisfying him. We cannot afford, nor do we have any intention of issuing such costly invitations to competition.

At service meetings everywhere we should apply the Worthington philosophy by counting 'Mr. Customer' in on all deliberations although he isn't present. At your next service meeting when you are planning how to protect his investment in Monroe Equipment, have a vacant chair designated "Mr. Customer". We owe it to all Monroe users to tell them of our Maintenance Guarantee and its all-inclusive protection and of our top-quality, quantity-discounted paper rolls, inked ribbons and other supplies.

NOTE: Mr. L. B. Worthington is President of the United States Steel Corporation.

COMMUTATOR POLISHER

Taking a simple typewriter eraser pencil, peel back the outer cover about 1- $\frac{1}{4}$ inches exposing the rubber eraser, then grind the rubber abrasive square using the brush holder as a template. This has proven to be a very effective tool in Charlotte, N. C. for polishing a commutator, providing it hasn't been worn or cut too deep.

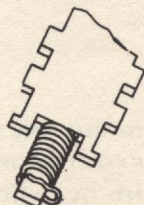


Clavert Brooks

Charlotte, N. C.

JANGLED NERVES

When installing 16 key top plates on the Monrobot XI compress the spring on the keystem, holding it in place with a #87 clip, shown in illustration. After the keystem is installed and secured in the bottom plate slots, remove the clip with a spring hook.

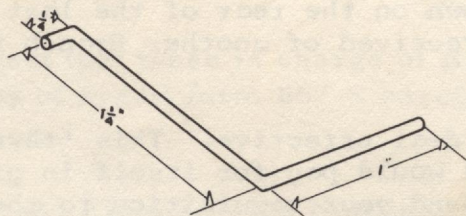


E. John Struhar

Cleveland, Ohio

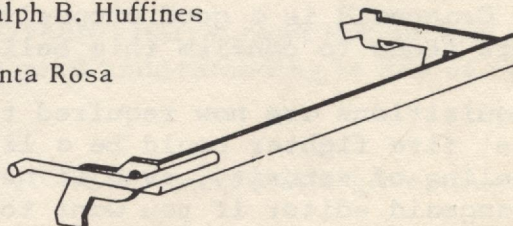
LIVE REPEAT KEY FOR 'E' SERIES

Using a 3/16" wire, bend to the dimensions called for and solder to left end of the 11/3310-085.2 as shown in the illustration.



Ralph B. Huffines

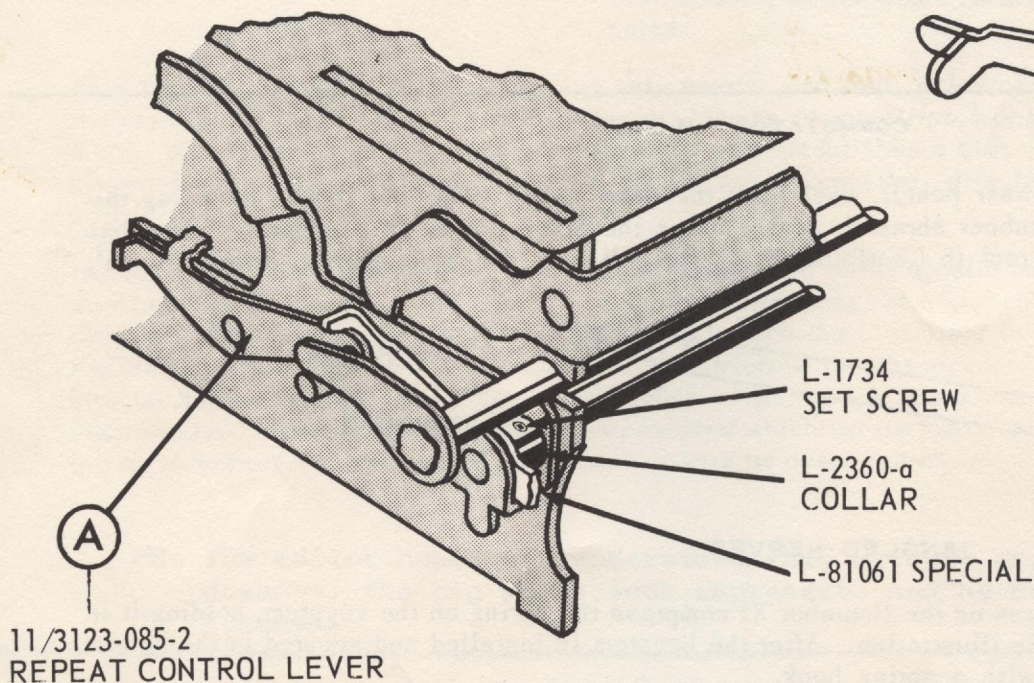
Santa Rosa



See page 4 for more information on this feature.

DUKE COMPLIMENTS BORGER AND HUFFINES

A STANDARD MEANS OF FURNISHING MONROE USERS WITH THE 'LIVE REPEAT KEY' FEATURE ON 'E' SERIES MACHINES HAS BEEN DEVISED BY HARVIE DUKE OF THE GENERAL SERVICE DEPARTMENT. SEVERAL FIELD MEN HAVE FOUNDWAYS OF MAKING THE REPEAT KEY LIVE BUT THEY INVOLVED SEVERAL PARTS OF SPECIAL DESIGN. HARVIE DUKE'S WAY OF ACHIEVING THE DESIRED RESULTS IS VERY SIMPLE, IT PROVIDES UNIFORM INSTALLATIONS AND IS LOW IN COST AND IN TIME NEEDED FOR INSTALLATION. A STOCK PART HAS BEEN UTILIZED WITH A SLIGHT CHANGE MADE IN ITS SHAPE AS PER THE ILLUSTRATION BELOW. IT CAN BE INSTALLED ON THE ZERO AND REPEAT LEVER SHAFT SO THAT IT OPERATES THE CLUTCH RELEASE LATCH (A). THE SPECIAL PART, L-81061 SPECIAL, IS NOW STOCKED AT ORANGE AND IS AVAILABLE ON PARTS REQUISITION, FORM #462-S AT A COST OF \$1.00 LIST.



PARTS REQUIRED	
NUMBER	QTY.
L-2360-a	1
L-81061 SPECIAL	1
L-1734	1

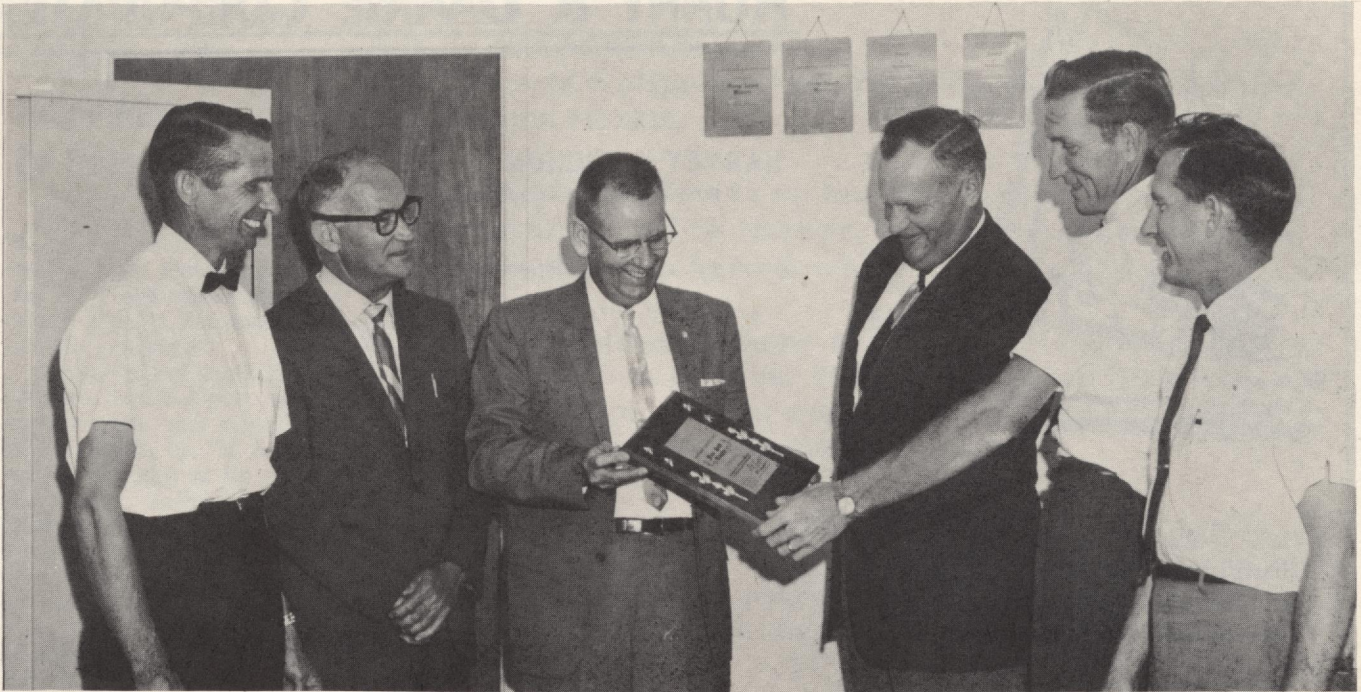
HARVIE WHO IS RATED AS AN 'EXPERT' ON ADDING-ACCOUNTING MACHINES AND WHO HAS BEEN INTERESTED IN THIS FEATURE FOR SOME TIME, HAD MUCH PRAISE FOR THE INGENUITY AND EFFORT SHOWN BY OSCAR MALOCH OF BORGER, TEXAS, AND RALPH HUFFINES OF SANTA ROSA WHO ON DIFFERENT OCCASIONS SUBMITTED IDEAS TO ORANGEAIDS FOR ACCOMPLISHING THIS FEATURE.

3 IN 1 WET BLANKET

We have been told the fire extinguisher shown on the rear of the last issue of Orangeaid is a good proposition. Word received of another Branch flash fire tends to confirm this belief.

Requisitions are now required to make this deal effective. This 'three-in-one' fire fighter could be a life saver and would pay for itself in giving a feeling of security, even if never used. Send your requisition to the Orangeaid editor if you want to get in on this buy. If you however know of a better buy we would like to hear of it, but, be sure it is a three-in-one extinguisher.

ODESSA WINS 4-STAR TROPHY



Division Service Supervisor Ben Clark visited the Odessa sub-office in June and presented the highly coveted Four-Star Maintenance Trophy.

The group on the right in the picture represents the Odessa personnel. The group looking on at the left is the Midland Branch representatives; from left to right are, Jim Teems, Midland Service Manager, F. F. Wigginton, Midland Branch Manager, myself; Darrell Hann, Assistant Branch Manager, Odessa; Howard Milleson and Ed Hoover, Service Representatives in Odessa.

Although Ed Hoover is now working in the Midland office, it was felt that he should be present for the presentation of the trophy as he was a member of the Odessa staff during the period in which the plaque was won.

YOU GET THE CREDIT

All Credit Forms #867-S submitted to General Service prior to June 1, 1965 have been processed.

Branch co-operation is requested so that we can process justifiable credits quickly and accurately in the future.

We suggest that those in charge of Branch Parts Credit affairs, read the back of the pink copy of credit form 867-S carefully so that a good understanding is had of requirements.

Please read Field Service Notification VIII-D¹ of 10-16-61 for details governing return of material for credit.

RONNY & DANNIE CORPORATION



HARVEY E. TICHON

TREASURER AND GENERAL MANAGER

OFFICE AND PACKING PLANT-

HOMER'S WHARF
NEW BEDFORD, MASS.

Mr. John F. O'Neil, Service Supervisor
Monroe, Northeastern Division,
57 Farmington Avenue,
Hartford 5, Conn.

Dear Mr. O'Neil:

Regarding the two Monroe printing calculators that were received by us and put into service on March 12, 1965, only one of them has required any attention, which was a matter of minor adjustments that were capably handled by Mr. Cogswell of the New Bedford office.

We are very happy with the performance of these models, and feel that the troubles with the previous machines have been completely overcome.

Please accept our thanks for the attention that you gave to our problems, and your efforts in obtaining replacement machines for us. It is a pleasure to do business with a company that stands behind their product as Monroe has done, and we heartily endorse and recommend this new model Monromatic.

It was indeed a pleasure to meet you personally when you were in New Bedford, and please accept our invitation to stop in to see us whenever you are in this vicinity again.

Very truly yours,

RONNY & DANNIE CORPORATION
Everett H. Tichon, President

LITTLE GIVES ANSWER TO JONES (see page 9 of last issue)

To free gummy rack arms on a 410. I use an upper cylinder lube called DONAX U. manufactured by Shell Oil Company. It is also a good accumulator lubricant.

Harry Little
Bellingham, Wash.

Bellingham Man Helps Motorist Out At Deception Pass

A Seattle man who was helped out of motor trouble at Deception Pass State Park Tuesday by a Bellingham man considers him an example of "a selfless individual."

Douglas Elbert wrote the Bellingham Herald saying that although many cars passed him and his family by, "H. R. Little, service manager of the Monroe Calculating Machine Co., Bellingham, stopped to assist us."

"Mr. Little sacrificed more than an hour of his time, first driving me to a gas station and then back to the car where he devoted his efforts to helping us get the car started. When we were not successful, he drove me to another garage and did not leave until we were in the hands of a professional mechanic . . ."

Elbert says he hears so much bad news that he couldn't resist letting people know that there is still some good news, especially for the person in distress.



This is a clipping taken from the Bellingham, Washington Herald.

Our Mr. Little was on his way back from servicing machines in Oak Harbor, Washington, when he came upon this family in trouble.

Harry has handled the service for Monroe in Bellingham for many years. He receives very little help or supervision and our customers are very happy with the service they receive.

To me, this article gives a small amount of credit to one of Monroe's unsung heroes that goes about his daily routine for years without any credit or notice, simply because he does such a good job for us.

Very truly yours,

L. E. Day
Branch Manager



DEED WORTHY OF RECALLING

Relative to the article in the last issue of Orangeaids regarding the heroic rescue by Jack Cassidy of the Providence, Rhode Island Branch Service Department, we received a report from R. A. Parker, Branch Manager as follows:

"Thanking you for your write up in Orangeaids concerning Jack Cassidy's rescue of the unfortunate victims of the explosion in Fall River. Here is a photo of Jack 'in a rare moment' at his bench.

The story of Jack's quick action spread rapidly through town and for several days he had to retell his story again and again to the accounts he called on. Of course Jack's comments always ended, modestly, with '--- any-

one else would have done as much-'; but, Jack was there -- he rendered assistance -- and possibly saved two lives. One of the men rescued is still undergoing physical therapy, the other man has just returned to his job, after five months of recuperation.

I like to think of Jack as an exceptional person, and indeed he is, with his ready wit, friendly smile and wonderful personality. He's always willing to help anyone with a problem, but, in retrospect, can't we say that about most Monroe servicemen? Perhaps that's it --- we at Monroe have exceptional servicemen -- it is a privilege to know and work with them."

Cordially,
R. A. Parker

Swan Sportswear Co., Inc.

Monroe International Business
Machines Inc.
1 DeKalb Ave.,
Brooklyn, N.Y.

Attn. Mr. Howard Hellerer:

Gentlemen:

We have been using your machines for many years and we would like to express our appreciation for the service we have been receiving. All our machines are under contract and we need only to call and our needs are taken care of immediately.

We particularly wish to call your attention to the fine services we receive from Mr. Edward Curtis. We find his services so satisfactory and courteous at all times, that we felt we had to take time out to write you of our pleasure in dealing with your company and especially Mr. Curtis.

You can be assured that if at anytime we are in need of any new machines, we would consider nothing but Monroe Machines.

Mr. Edward Curtis c/o
Monroe International, Inc.
1 DeKalb Avenue
Brooklyn, N.Y.

Dear Ed,

It was very gratifying to receive the fine letter from Swan Sportswear complimenting our Brooklyn service organization and your performance in particular.

There is nothing more important for the continued growth and prosperity of our company than our service organization and men like yourself that take care of our most vital asset, our customers.

Sincerely,

D.A. McMahon

Very truly yours,
SYLVIA CHERNAN ^{BKPR.}
Swan Sportswear Co., Inc.

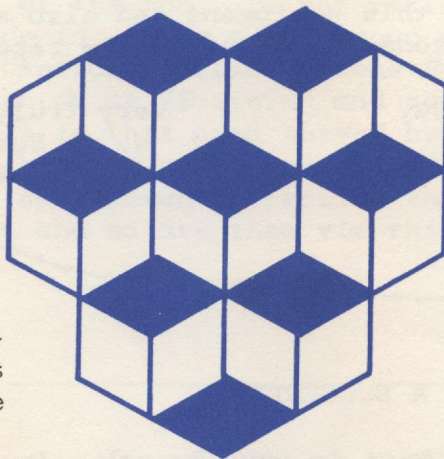


FIRST ROW: L to R. Ed Pentaleri; Roanoke, Va., Don Patterson; Newport News, Va., Reid Toney; Raleigh, N. C., SECOND ROW: L to R. Bob Ross; Mobile, Ala., T. R. McLain; Chattanooga, Tenn., Jim Hale; Columbus, Ga., W. F. Dorrough; Tallahassee, Fla. THIRD ROW: L to R. W. T. Barbour; Tampa, Fla., G. A. Leary; Charleston, S. C., C. W. Rutherford; Nashville, Tenn. STANDING: Horace Johnson, - Instructor.

Look at the blocks

WATCH THEM
CHANGE POSITIONS

You can't always be sure
what's really there -
Sales of M. G. Contracts
and Supplies can be made
where least expected. Just
keep looking.



Some time ago a preacher spoke
to 12 persons, He preached a doctrine
completely different from any the
world has ever known.

Less than 5 years after this sermon
he preached once more,

To a congregation of more than 40,-
000 people.

Today when his sermons are
preached,

1 of every 3 persons on the face
of the earth listen,

And every man, woman, and child
is directly involved by what he said.

This man was Karl Marx, and his
religion is COMMUNISM.

Communism, like cancer,
consumes gullible minds.

GET LOST

When shipping packages to Orange insert the proper forms, make sure the
packaging is secure and affix the required postage stamps. Many half-open
parcels are received with items missing.



Mobil Oil Company

A Division of Socony Mobil Oil Company, Inc.

P. O. BOX 546, AUGUSTA, KANSAS 67010

July 13, 1965

AUGUSTA REFINERY

Monroe Calculating Machine Co., Inc.
429 N. ST. Francis
Wichita, Kansas

Attn: Mr. Harry DeBoer

Dear Sir:

On behalf of our management I want to extend to you and your service personnel our thanks and appreciation in the expeditious handling of the pick-up and cleaning of the 24 Monroe Calculators that had been inundated by flood waters in early June at the plant.

Your service personnel picked these up on June 7 just a few hours after we called and actually before the water had completely receded from our plant. Your Messrs. Jim Doyle and Jere Patton donned hip boots in order to get these machines. We feel that your prompt action in getting these machines, and in turn processing through your shop on around the clock basis, prevented considerable damage to this equipment and also saved us a large amount of money involved on the repairs.

Again we thank you.

Very truly yours
W. J. Swinney
Purchasing Agent

A SUGGESTION

Hold on to those MA-7 parts you have in your Branch. Our stock of many is depleted and replacements cannot be manufactured. Before sending any in for credit or scrapping, consult your Division Office because other branches may need what you are discarding.

Kit tools #93, #119 and #124 for this model are in low supply and will be limited to proven, emergency use only. If you must order any of these tools give details on your requisition. Restocking of these MA-7 tools is not contemplated due to limited use and high manufacturing costs.

SIX GOOD MEN

Orangeaid, on behalf of all servicemen, pays tribute to Monroe's Division Service Supervisors, Messrs. O'Neill, Crann, Falcon, Clark, Ladika and Stewart who hold important and difficult roles in our field service operations. These six, capable, dedicated veterans of Monroe service have home bases in Hartford-Connecticut; Des Plaines-Illinois; New Orleans-Louisiana; San Antonio-Texas; Orange-New Jersey and San Francisco-California. The Division Service Supervisor is in the center of service activity, truly a valuable Monroe man of responsibility, experience and knowledge.

Prior to becoming Division Service Supervisors these men served as Branch Service Managers.

YEARS OF SERVICE

Michael A. Ladika	37
William A. Stewart	32
William H. Crann	26
Benjamin L. Clark	25
John F. O'Neil	18
Arthur J. Falcon	17

On pages 12 and 13, the jurisdictions of these outstanding men and a partial listing of their chores are shown. The extensive traveling and long hours, which are also a part of the job, are not reflected herein nor is their task as reporters for Orangeaid. Zone #2 is known as the "Northeastern Division"; zone #3 is known as "Central Division"; zone #4 as the "Southern"; zone #5 as "Southwestern" zone #6 as "Eastern" and zone #7 is known as the "Pacific Division". Division #1 is that area served by the Washington, D.C. branch. Everyone is proud and honored to be associated with John, Bill H., Art, Ben, Mike and Bill A. All servicemen appreciate their wise counselling, their favors and cooperation and salute them via this edition of Orangeaid.

NEW KIT TOOL

A retainer installing push rod, Kit Tool #353 is now available at Orange on Parts Requisition, for \$1.20 list each. This tool has the letter 'S' stamped on one end and 'L' on the other end to indicate 'small' and 'large' retainer use. This 8" long tool has proven to be very useful and is recommended for assembling tru-arc retainers to machines.



Conferences of Division Service Supervisors with General Service Manager Foster Sampson and his department field operations staff are held at Orange.

At these three-day meetings all phases of field service operations are discussed, with various members of the Monroe Top Management Team taking part in service deliberations.

MONROE

BILL CRANN
CENTRAL DIVISION

BILL STEWART
PACIFIC DIVISION

BEN CLARK
SOUTHWESTERN DIVISION

* ASSIST IN THE
HIRING OF NEW
EMPLOYEES

* STUDY ALL BRANCH
OPERATING STATEMENTS

* EVALUATE
INCREASE
REQUESTS

* APPROVE
ESTIMATES

* MAIL OUT
SALARY REVIEW
NOTICES

* HANDLE DAILY
MAIL

* SELECT MEN
FOR PROMOTIONS

* APPROVE
MACHINE
REPLACEMENT
REQUESTS

* ARRANGE
VACATION
SCHEDULES

DAY IN THE LIFE OF THE DIVISION SERVICE SUPERVISOR



JOHN O'NEIL
NORTHEASTERN DIVISION

MIKE LADIKA
EASTERN DIVISION

ARTHUR FALCON
SOUTHERN DIVISION

- * RECOMMEND PLANNING PROCEDURES TO PROMOTE ECONOMIES
- * APPROVE INTER-BRANCH CHARGES
- * HANDLE PHONE CALLS FROM BRANCHES, ABOUT 20 A DAY
- * ARRANGE PROPER MAILING OF SALARY CHECKS
- * MAINTAIN PERSONNEL CARDS. KEEP POSTED WITH SALARY INCREASES
- * ANALYZE AND APPROVE OVERTIME REPORT SHEETS
- * STUDY AND CHART MANPOWER REQUIREMENTS
- * HOLD GROUP MEETINGS IN BRANCH TO DISCUSS WAYS OF INCREASING M. G. & T. & M. REVENUE
- * ARRANGE WORK SCHEDULES FOR DIVISION ASSISTANTS
- * ASSIST IN RELOCATING SERVICEMEN WHERE NEEDED
- * VISIT BRANCHES TO HANDLE TROUBLESOME PERSONNEL MATTERS
- * EXPEDITE EMERGENCY PARTS REQUESTS
- * VISIT SCHOOLS TO GIVE TIMELY TALKS
- * PREPARE DIVISION NEWSLETTER ON SERVICE
- * VISIT CUSTOMERS AND ATTEMPT TO REINSTATE CANCELLED M. G.

* STUDY PERFORMANCE OF EACH SERVICE DEPT.

* ARRANGE FOR TOOLS, MACHINES PARTS, BULLETINS FOR DIVISIONS TRAINING SCHOOLS

* EMPLOYEE RELATIONS MATTERS, ATTEND ANNIVERSARY AND RETIREES DINNERS

* HANDLE CUSTOMER COMPLAINTS

NEW POSITION IN GENERAL



As was announced in The Field, changes have taken place at the home office of service operations at Orange which are of importance to all servicemen. One of these, a transfer of responsibility, involves the following items which are in daily use in every Monroe branch and dealer office throughout the world.

Illustrating-writing-compiling-printing-distribution of service manuals, catalogs, bulletins, parts lists, change in number notices, training course books and training aids.

Technical information on changes in design, part numbers, electric motor cords, static interference and E.I.E., battery operated machines, transparencies, special features, lubrication, wall charts, schematics, wiring diagrams, packing instructions, trouble shooting indexes and testing procedures.

Calculating, Adding, Accounting, Synchro, and Computer, machine Technical Publications will continue to be produced by the Graphic Engineering Unit of General Service but, under the supervision of John Smyth. John is father of five lovely girls and is a navy veteran. He has been engaged in Monroe Service Publications work for 17 years and has contributed greatly to the present day techniques and procedures employed by Monroe. John's staff consists of ten men including technical illustrators and graphic engineers.

The serious expression on John's face can be attributed to the EPIC-2000 Service Manual he was rushing to completion when this photo was taken.

READ 'THE SERVICE SALESMAN'

The publication "Service Salesman" will prove of extra value to you in the future and we suggest reading it carefully when it is received at your branch.

News of supplies sales activity, M.G. promotion, etc. will be carried in "The Service Salesman". We suggest maintaining all such releases in one of our hard back, vinyl, service binders, for quick reference.

SHOCKING SITUATION

To eliminate static electricity resulting from friction with rugs of wool, nylon, cotton and synthetic rugs and fibers, a spray known as "statocide" is available. This fluid when mixed with water as directed, can be applied with a hand spray gun or electric spray gun. This "coastal statocide" is manufactured by Coastal Chemical Corp. of Garfield, N. J., it is odor free, nonflammable and it also repels dust. It has been used to prevent static electricity interfering with computers located on rugs or carpets.

GEORGIA KRAFT COMPANY

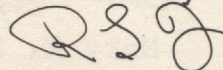
Mr. Conrad Lambruschini
Monroe Calculating Machine Company, Inc.
724 Spring Street, N.W.
Atlanta, Georgia

Dear Mr. Lambruschini:

You may remember that several months ago we were concerned over the frequent malfunction of our Monrobot X1 with service calls seemingly coming almost daily. Today, we would like to report that one month has gone by without a single machine failure. While we are proud of this accomplishment, our faces are deeply red over the fact that it is clear that a vast majority of our past machine malfunctions were the result of our electrical power. Although Jim Murray kept insisting that something in this area must be the problem, we and our Chief Electrician were just as emphatic that this was not so. We could afford to make such a positive statement inasmuch as we had put in a separate line for the computer and all our electrical diagrams showed everything to be correct. We would have continued to believe this except that when we made some changes in our teletype equipment, it also affected the Monrobot; and, thus, it became obvious that something was wrong. Actual tracing of the wiring showed the Monrobot circuit was not independent as it had been given a common ground with the teletype machine. We also found that the cycling of the office air conditioner was causing a fairly sharp voltage drop which was also possibly creating some difficulties. Correction of these problems seems to have been the answer to our many troubles; and while additional time will certainly prove this, the operating conditions before and after making these circuit changes have certainly been vastly improved.

Solving these problems has been a great load off our minds, and we are looking forward now to seeking further areas in which to put the Monrobot X1 to work. We might mention that we are very close to revising our basic billing procedure in order that we can use the add punch. Bubba has completed the tally portion of the program and is now well into the invoice part. We hope to have this new program debugged, paralleled, and in operation by July 15, 1965.

Yours very truly,



R. L. Fetner,
Assistant Controller

IT IS EASY TO DECIDE WITHOUT THINKING; IT IS EASIER TO THINK AND NOT DECIDE, BUT
IT IS HARD TO THINK FAIRLY AND DECIDE COURAGEOUSLY..

MANSFIELD HIGH SCHOOL

Mansfield, Massachusetts 02048

339-8911

OFFICE OF
THE PRINCIPAL

HAROLD L. QUALTERS
PRINCIPAL

Monroe International, Inc.
955 Waterman Avenue
East Providence, Rhode Island

Gentlemen:

It is not often that one writes this type of letter--perhaps not often enough.

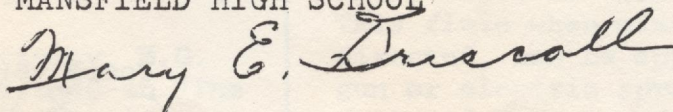
Yesterday your serviceman came to our school to repair one of our machines. He checked the machine to determine the source of trouble, explained the difficulty to me, and then he advised me as to future maintenance.

Mr. Morpeth did all this in a sensible, intelligent manner without exerting any pressure. He was familiar with maintenance fees and with the routine of your office. As a result, we are placing our machine under contract maintenance.

May I take this opportunity to compliment you on having this type of person representing you in the service department.

Very truly yours,

MANSFIELD HIGH SCHOOL



Mary E. Driscoll, Business Department Head

BS

THE MAN WHO IS NEVER VERY STRONG AGAINST ANYTHING IS NEVER VERY STRONG FOR ANYTHING EITHER.

98-25 64th Rd.
Rego Park, N. Y. 11374

May 31, 1965

Mr. R. G. Nebergall
Asst. Branch Manager
Monroe International, Inc.
218-04 Jamaica Ave.
Queens Village, N. Y. 11428

Dear Sir,

Last year your firm loaned me one of your Calculating Machines for my use in working on my doctoral dissertation. Your loan was extremely generous; your machine was of excellent quality; your sales agent, Mr. Ryan, was very gracious and most helpful in every way.

With your valuable aid I succeeded in fulfilling all of the requirements for the Ph. D.

I am deeply grateful to your firm for your excellent and outstanding cooperation. I shall remember the very fine quality of your calculator. In my pursuit of a research career in psychology, my experience with both will be clearly kept in mind.

When the opportunity affords itself, I shall purchase one of your calculators.

Again, my very deep thanks to you.

Sincerely,



Dr. Murray Garfinkel

'PROUD POPS' CLUB

J. Adomski of Philadelphia Dtn. - a baby girl

H. Johnson of Southern Division - a baby girl

PRICE CHANGE

The steel strapping and seals used to pack Sweda Sales Registers in branches are now available at new prices. Effective immediately the strapping (Accessory TTT) will sell at \$2.40. The seals (Accessory UUU) will sell for \$2.30 per 500 seals. Both prices are list less 10%. The package prices in General Service Bulletin #G-508-C are not affected by these changes that apply to repeat orders for strapping and seals only.

SAKS-34TH

EXECUTIVE OFFICES

34TH STREET AT BROADWAY, NEW YORK 1

Monroe International, Incorporated
General Offices
Orange, N. J. 07051

Dear Sir:

As you have read in the public press, Saks-34th is closing,

Let me take this opportunity to express our Thanks to you and your company for the very fine co-operation and adequate services that you have provided to Saks-34th for many years.

Yours truly
Terence J. Collins
General Manager

OUR SIGHTS ARE AIMED HIGH AND WE HAVE GOOD AMMUNITION

We have been studying the service revenue picture from several good vantage points and feel that, as a team, we can get hold of a sizeable piece of the profitable supplies market. For a certainty we all know a big worthwhile market exists and others have been making a bundle from it. We aim to move in and create a competitive position with our top quality, quantity discounted inked ribbons, paper rolls, motor cords, machine dust covers and platens. Our supplies will be available to users of competitive office equipment as well as our own products, and we will furnish supplies in large volume or in minimum box lots. Many branches have been finding that the cool green of Uncle Sam's legal tender improves branch income figures and they are accordingly doing a sweet selling job. One Monroe chap recently sold 20,000 rolls of paper on one order to a customer and this was a repeat order within the past 8 months. This proves it can be sold and needless to say, our top quality, fair prices and fast delivery makes supplies sales a pleasure. Some branches however evidently have not as yet joined the nationwide Monroe "sell-supplies-drive."

WE NEED MORE MEN SUCH AS MORTON and THOMAS

Orangeaids gives honorable mention to James Morton, Senior Serviceman at Durham, N. C. for his counselling of young boys over a period of many years. Jim was made Scout Master in 1956, made Eagle in 1959, mounted Scout troupe in Greensboro in 1960. When transferred to Durham in 1960, he took over as Scout Master and has held this position since. Jim's weekends are usually taken up with his boys on overnight mountain camping trips. We are very proud of Jim and feel he is truly an all American.

J. W. (Jim) Thomas, Assistant Service Manager at Norfolk, Va., was selected along with his son, Lynn, to 'The Order of the arrow' for the Boy Scouts of America.

HELLO! MR. COMMISSIONER

A southern newspaper recently carried a photograph of W. F. 'Bill' Luther, Assistant Service Manager in charge of the Fayetteville, N. C. Service Operation, taking the oath of office for town commissioner in Hope Mills, N. C.

Bill was re-elected for an additional four year term and is recognized as an outstanding citizen in community affairs.

We have the highest respect and admiration for men such as Bill who give of themselves to create a better place for their fellowmen to live and raise families in true American style. Congratulations to W. F. Luther.

DON'T GET HURT

Practice safety in the shop.

Think safety on the road.

Encourage safety everywhere.

STOCKTON RECEIVES MONROE SERVICE PINS

Congratulations are in order for the following in the Stockton, Calif. branch: C.T. Crumpacker; 15 years. A. Colatorti; Service Dept., 10 years, L. J. Kretz, 10 years and G. A. Gustafson, branch manager, John Anderson transferred to Modesto (Stockton Sub Office).

EDENHOLM & CARMACK HONORED

A farewell dinner for its two transferring Managers was held on Thursday, May 27, by the Pasadena, California Branch Office with Sales and Service Personnel feasting Branch Manager, Lou and Mrs. Edenholt and Service Manager, Roy and Mrs. Carmack. A spacious room in one of Pasadena's fine Restaurants was reserved for the evening. After a delicious dinner and a limited number of short speeches the presentation of a farewell gift to each attested to the admiration of all Branch Personnel for both.

The Santa Barbara Branch, where he served so well about 20 years ago, will again be enriched by the able Management of Lou Edenholt. The Los Angeles Branch, where he started as Service Trainee about 20 years ago, will profit by the Management of Service by Roy Carmack. The Pasadena Branch, where they both won the hearts of their fellow workers, wishes for them the culmination of their dreams; the best of luck.

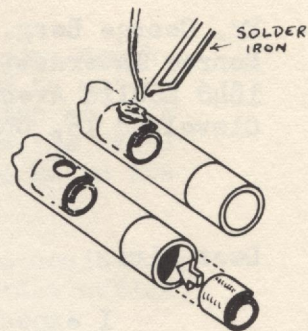
911 & 111E CARRYOVER TROUBLES

Carryover troubles on some 'E' models has been traced to the Rack Arm Restoring Roller Stud on the 11/4150-075.2 or 11/4144-075.2, (Page 11 of L.S.B. No. 6-532) being worn.

If carryover trouble is encountered, lower the carriage assembly as if to install a ribbon. Check the type bars, if they are slanted to the left or right across the top, it indicates a worn restoring roller stud.

CHANGING PROGRAMS IN PRESIDENT BOOKKEEPING MACHINES

To fill one or more holes in piccolo tube and redrill. Cut and roll a piece of thin metal and insert into tube, see illustration. Pushing it back until it closes off the hole to be filled. Using a large iron or torch, fill hole with solder. Mark where hole should be and redrill. If it is to be changed from 'A' ADD or SUBTRACT to 'A' NON-ADD. Just smooth off the solder with a file - if metal covers a hole on program it may be redrilled.

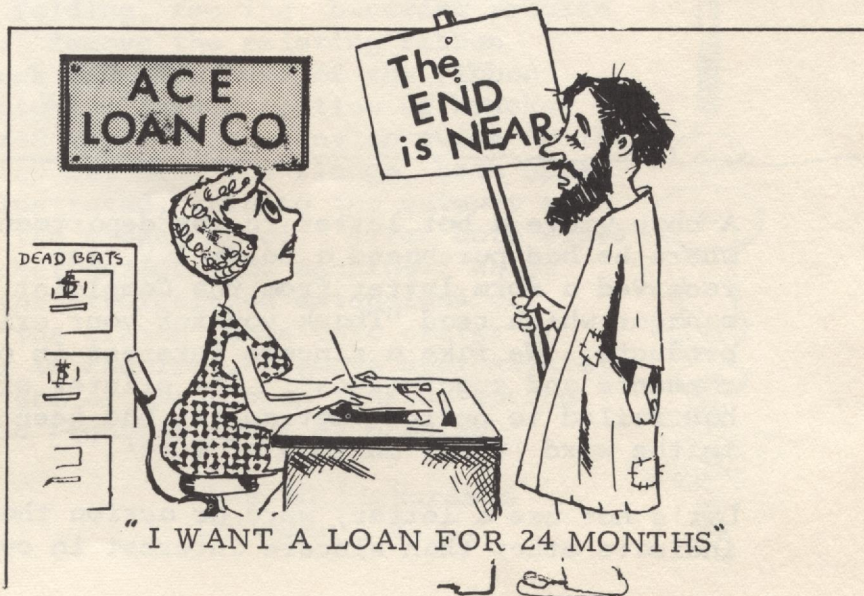


SPORTS FOR SPORTS

Dale Bartels, Assistant Service Supervisor, Division 4, is using all of his spare time these days building a boat. Look out fish!

Clarence Weiser, Southern Division Service Assistant, has gone in for water sports in a big way.

He has recently purchased a boat and a scuba outfit. He is very busy learning the rules of the road on the surface and below.



GENERAL ELECTRIC
COMPANY

NELA PARK, CLEVELAND, OHIO 44112 . . Area Code 216

LARGE
LAMP
DEPARTMENT

June 29, 1965

Mr. George Berg, Service Manager
Monroe International Corp.
1846 Euclid Avenue
Cleveland 15, Ohio

Dear Sir:

I expect the usual letter to a service manager is one of complaint. However, I intend this one to be a letter of appreciation. In our operation here with the Monroebot XI we have a continual influx of new data and calculations. When the computer is down, the work continues to come in. So I would like to express my thanks for the many times that John Struhar came out almost immediately and got us back into business. I was also impressed when a replacement unit was brought in while ours was removed to be modernized.

Thanks a million for the good service.

H. E. Koth

H.E.Koth
Supervisor Incandescent
Testing

A chap wrote a hot letter to the department store where he had purchased a color T.V. set. In reply he received a form letter from the Complaint Department manager which read "Thank you for your criticism of our products. We fake a sincere interest in our customers' comments and suggestions". The printer of his letter had failed to notice that an 'f' had been used in error in the word 'take' instead of a 't'.

Let's not use a letter, word or action that could indicate other than sincere interest in customer needs.

SHEPARD PAINT & WALLPAPER CO.

418 COLUMBIA STREET

UTICA, NEW YORK

PHONE RA 46123

April 30, 1965

Monroe International, Inc.
555 Mitchell St.
Orange, New Jersey

Gentlemen:

We purchased a Monroe machine Model 4668203 this past month and after using the machine this past month wanted to write and advise you how pleased we are with the operation of this machine and also with the service we received from the Utica office. They were most cooperative in instructing us in its use.

We are indeed happy we chose your machine and once again want to say we certainly commend the service of your Utica office.

Yours truly,

Shepard Paint and Wallpaper Co. Inc.

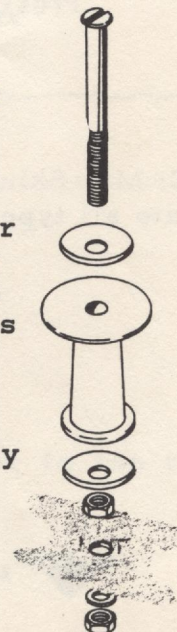
Mrs. Shepard Lasher,
Vice President.

NO:MSL

011K114 RIBBON GUIDE

To prevent the ribbon from folding, fraying, becoming tangled and running off the spools. Remove the existing ribbon bracket assembly, grind stock from the base of the ribbon post, remove the post, straighten curved portion of bracket and tap the hole with a #4/48 tap. Using a nylon guide roller #11/6128 075.1, grind away or cut half the flange, both upper and lower. Assemble as illustrated, turning the cutaway side of the nylon guides facing the ribbon spool. After both sides are assembled, replace bracket assembly on machine. While cycling in division, form the straightened extensions of bracket up or down so that the ribbon feeds onto center of spool. No other adjustment is required. Remove approximately half of the curve from the end of the ribbon tension spring and replace. This procedure requires about 45 minutes.

John H. Richardson
Columbia, S. C.





PRESS-SEAL
GASKET CORPORATION

OFFICE AND PLANT P.O. BOX 482

3414 NORTH WELLS STREET
FORT WAYNE, INDIANA 46808
PHONE (219) 483-7114

March 17, 1965

Mr. F. W. Herdrich
Monroe International, Inc.
608 Oxford Street
Fort Wayne, Indiana

Dear Fran:

Just a note to let you know that the new Monroe Calculator
is being well taken care of by Ellis Miller.

As you know, I have seen loads of service representatives in the
last twenty years, and believe me, Ellis does an excellent job of
soothing the pangs of mechanical failure.

Sincerely,

H. W. Skinner
President

NOTE: Mr. Skinner spent 18 years with I. B. M. and has had the opportunity to
evaluate all types of servicemen.



AS A MAN GROWS OLDER AND WISE, HE TALKS LESS AND SAYS MORE.

GAMMA CHEMICAL CORPORATION
GREAT MEADOWS, NEW JERSEY

Mr. Richard Lind, Branch Manager
Monroe Calculator Company Inc.
890 N. Maxwell Street
Allentown, Pennsylvania

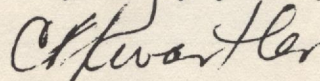
Dear Mr. Lind:

I want to write to you and commend your organization for the quality of performance of one of your repair men.

We needed some repair work done on our Monroe Calculator, and you sent Mr. John Pychinka to do the job. He impressed us with his ability, thoroughness, cooperation and politeness.

I thought you might like to be advised of the above.

Very truly yours,



Charles E. Kwartler
Vice President

CEK:js

TED & BOB PC-2 IDEA

Where tear knife obstructs reading of total, cut knife similar to the tear knife on the Mach. 1.07.

Ted Savaria and Bob Johnson
Springfield, Mass.

CONFIDENCE DOES IT!

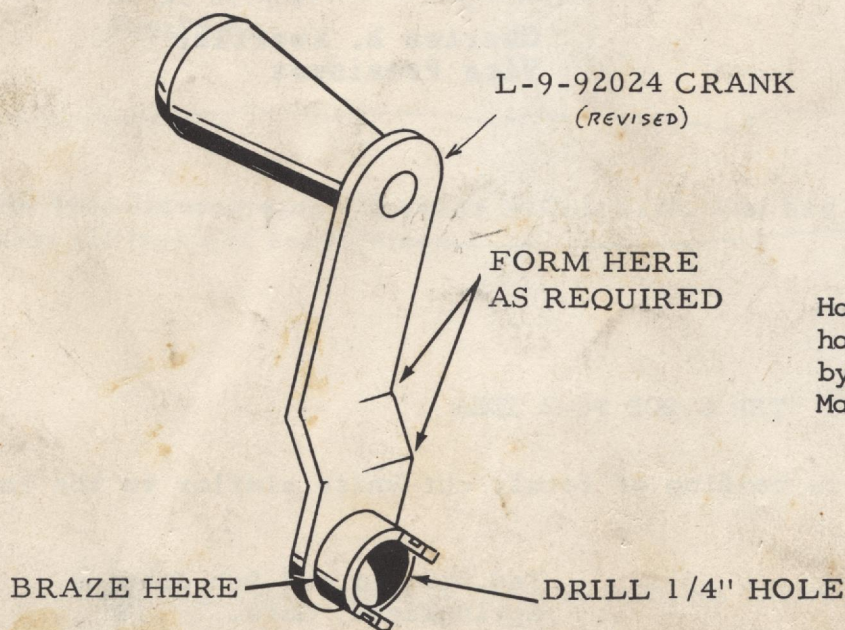
What prompted you to buy that particular automobile, washing machine, T.V., pair of shoes, lawn mower, brand of gasoline or scotch? What caused that engineering firm down the street to purchase the business machine it did? Unless one is acquainted with the inside story, it is difficult to know why a machine or a product was chosen above others.

A recent sale of an IQ-213 by The Newburgh Branch can be attributed to quality service and the gentlemanly demeanor of a service engineer from Orange, namely, Richard 'Dick' Archibald, one of Orange General Service Department's synchro specialists.

Dick had on occasion been servicing a 1040 High Speed Printer at the Hospital of Environmental Research of N. Y. U. at Sterling Forest, N. Y. and thus became acquainted with a category of people whom salesmen ordinarily would not have reason to come in contact.

Though we have competitors in High Speed Printers, we have the field to ourselves when it comes to rendering prompt service in the realm of electronic engineering and scientific fields such as atomic energy. Where a 30-day wait for service is required for some users of competitive electronic products Monroe renders it within a few hours from receipt of a call. Dick made friends for us by his courteous, helpful manner and one day was asked to bring in and demonstrate an IQ-213 Calculator for them. Dick, though pleased with the request asked that the customer permit him to contact the Newburgh branch and have an expert furnish and demonstrate the IQ machine. Because of their confidence in Dick they asked him to make the arrangements with R. S. Jarvis, branch manager at the Newburgh branch. Needless to say Mr. Jarvis closed the deal and an IQ-213 was sold and everyone was pleased. Quality service and an outstanding Monroe service ambassador had contributed to the sale of another machine again proving that sale-service teamwork spells success.

Many sales of machines have resulted from leads or behind-the-scene activity by service representatives, their families or friends. We would like to encourage and give recognition to these chaps if you will send us the names and stories involved.



Handy, compact, PC-1421
hand crank idea submitted
by George Berg, Service
Manager, Cleveland.